

Improving Work Processes (IWP)

COURSE NUMBER **FAA01227**

For information about this course, contact:
FAA Program Manager: Shepherd Curl
(386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

Improving Work Processes suggests a strategy for applying process management to the routine and recurring work of an organization as a tool for dealing with shrinking resources. Participants will have the opportunity to identify and begin implementation of critical changes that will transform core processes to create customer value.

Engaging in interactive lecture/discussion during the workshop sessions, participants will review process management strategies and develop a working ability to quickly use those strategies as a tool to identify incremental changes in their task areas.

During the session, individuals and/or small groups will apply process management tools to specific, individually identified task related processes. Guidance will be provided in the use of the tools. Participants will gain insights into their opportunities for incremental improvements. Examples will be discussed to illustrate common opportunities across the agency.

OBJECTIVES

At the conclusion of this workshop, participants will enhance the following skills:

- Recognize opportunities for applying process management tools to work-related processes.
- Construct a flowchart of their top priority work process.
- Describe the value of continuous improvement resulting from process management.

RELATED COMPETENCIES

- Agility
- Building Alliances
- Business Acumen
- Innovation
- Managing Organizational Performance
- Problem Solving
- Strategy Formulation

CLASS SIZE

16 participants

LENGTH

4 hours

(Class times may vary.)

LOCATION

Customer site or
FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently
available only as a
fee-for-service delivery.

WHO SHOULD ATTEND

Employees responsible for
improving work processes

ENROLLMENT

To arrange a **fee-for-**
service delivery,
call Shep Curl at
(386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Inquiry, Influence &
Implications
([FAA01249](#))
Strategic Planning
([FAA01275](#))
Systems Thinking
([FAA01277](#))